

W-02199A-11-0329
SW-02199A-11-0330

ORIGINAL



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ARIZONA CORPORATION COMMI
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2012 103561

Date: 5/3/2012

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Gordon A. and Virginia Metz**

Account Name: Gordon A. and Virginia Metz

Home: (

Street:

Work:

City: Sun Lakes

CBR:

State: AZ Zip: 85248

is:

Utility Company: **Pima Utility Company**

Division: Water

Contact Name: Steve Soriano

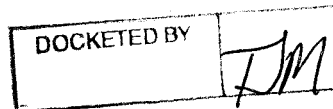
Contact Phone: (

Nature of Complaint:

***** W-02199A-11-0329 AND SW-02199A-11-0330

ARIZONA CORPORATION COMMISSION
DOCKETED

MAY 07 2012



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2012 MAY -7 PM 3:49

RECEIVED

Customer sent the following -

Arizona Corporation Commission
Commissioners' Wing
12 W. Washington
Phoenix, AZ 85007

Dear Commission,

We are Gordon Allen Metz and Virginia F. Metz, living at :

r., Sun Lakes, AZ 85248.

We are writing concerning Water docket # W-02199A-11-0329 and Sewer docket # SW-02199A-11-0330, which are rate increase requests by Pima Water and Sewer Utility Company. These rate requests affect the residents of Sun Lakes, AZ, a retirement community in southern Maricopa County.

As a retirement community, a very large percentage of our residents are on fixed incomes. This makes them increasingly vulnerable when facing requested rate increases of 29.2% and 22.2% for vital services such as water and sewerage respectively.

Not only will every resident of Sun Lakes experience a significant increase in their own residential expenses, but they are all members of mandatory homeowner associations that own and maintain significant acreages allotted to golf courses, which require the use of water and will increase their HOA dues to pay for the water and wastewater used for golf course maintenance. In our own case, our HOA has informed us that our annual dues will have to increase by \$15 - 20 just for the golf courses.

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

We are very troubled by Pima's request for a doubling of their rate of return on equity to 10.5% during a period when the rate payers are experiencing very low rates of return on their own savings and investment incomes. We further understand that Pima has included in their request a substantial loan request in order to pay their shareholders an even larger return at the same time they are loaning their excess/free cash to affiliates rather than paying it to their shareholders or paying down other debt.

While we recognize every utility's right to a fair return on investment and the fact that Pima has not requested a rate increase for many years, the requested rate increases seem particularly illtimed and excessive given the current state of the economy. We ask that you critically review these increases and reduce them to a more acceptable level.

Gordon Allen Metz

Virginia Metz

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 5/3/2012

Opinion No. 2012 - 103561
